

Services - New, Transfer, Disconnect

300 W. Cotton St. | [Click here for map](#) [1]

New Service

Setting up a new account is easy. A utility account, which includes water, sewer and garbage services, can be opened by contacting the Utilities Services Department at City Hall, 300 W. Cotton St., 8 a.m. - 5 p.m., Monday through Friday or calling 903-237-1030. Please give at least a 48 hour notice for service turn-on. A \$45 non-refundable activation fee is required for all customers and will be charged on your first month's bill. If service turn-on is requested for the same day, then an additional \$15 same day fee will be charged on your first month's bill. You can open your account in person or over the phone.

The property owner, landlord or a tenant may open an account in their own name, however neither may open an account in the other's name. The name of the person on the account is the "account owner"; therefore certain vital information, such as driver's license or social security number (for identification purposes) and property address is required. Copies of leases or deeds are normally not required, however the City may request such and/or proof of I.D. if there is an outstanding bill for water service.

When having service turned on or restored, please make sure that all indoor and outdoor faucets (such as sinks, showers, and bathtubs) are turned off. You may wish to turn off the water at your private shut-off valve, which is usually located outside your home. If our employee detects a continued flow of water, water service will be left off for your protection. You will then have to turn off all valves and call us again. A \$15 fee may be charged for returning to provide a requested service.

Transfer of Service

Utility accounts may be transferred, from one location to another by calling, 903-237-1030 or coming to the Utility Services Office, 300 W. Cotton St. Please notify the Water Utilities Office at least 48 hours before your move so we can continue water service without interruption. Be prepared to provide the following:

- name on account
- water service account number
- former service address
- driver license, and/or social security number
- new address
- date to transfer service

There is a \$15 transfer service fee, which will be included on your first bill at the new address.

Discontinue Service

Utility accounts can be closed by calling, 903-237-1030 or coming in to the Utility Services Office, 300 W. Cotton St. Please notify the Water Utilities Office at least 48 hours in advance and provide the following:

- name on account
- account number
- driver license and/or Social Security number
- date to discontinue service
- forwarding address for your final bill

If you have a deposit on file, it will be credited to your final bill, and any remaining balance will be forwarded to you. Customers are financially responsible for all account (water, sewer and garbage service) charges until the Utility Services Department is notified to close the account.

Red Flag - Customer Account Protection

The City of Longview Water Utilities Department complies with the Federal Trade Commission (FTC) Red Flag Rule legislation regarding the security of its water accounts and the protection of its customers' personal information against potential theft or fraud. A Red Flag refers to a pattern, practice, or specific activity that indicates the possible existence of identity theft. For this reason, you may be required to show your personal identifying information or other vital supportive documents, while opening an account, transferring water service, accessing account information via phone or closing your water account.

For more information call: 903-237-1030 | [Contact Us](#) [2]

Source URL: <http://water.longviewtexas.gov/services-new-transfer>

Links:

[1]

http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sl=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16

[2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>